

## Be Sure to Plan for the “Pet Issue”



If you have pets, you probably adore them. They're part of the family! But when you're preparing your home for sale, you need to think about how you're going to deal with the “pet issue”.

Some potential buyers who view your property may love pets as much as you do. However, others may be turned off by the tell-tale signs of pet ownership – such as kitty litter, dander, and smells.

So be sure to make a plan for how you're going to deal with your pets.

It's a good idea to keep pets out of the house during viewings. Even if your dog or cat is friendly, some buyers will be uncomfortable around them. So, you'll need to decide where your pets will go when buyers view your property. Consider a local kennel or “pet day camp”.

“Can't I just take my dog out for a walk?” you might be asking. You could; however, you may not always be available to do that during a viewing. So have alternate plans available.

You should also consider how you will deal with pet dander and everyday pet odours. You're probably used to them. Unfortunately, some buyers will be turned off or even be allergic. So, in addition to cleaning your home before a viewing – especially in those areas where pets spend time like a favourite cushion or scratching post – consider using specialty air sprays available on the market that will neutralize pet odours.

Finally, it's a good idea to advise buyers that they're viewing a home with pets. That way, they'll be more forgiving if they catch a whiff of cat dander.

Need more tips on preparing your home for sale? Call today.

## When Someone is Upset with You



It may be a co-worker who feels slighted because of something you said at a meeting, a driver you inadvertently cut off on the way to work or a neighbour who's upset because your tree has branched too far into his yard.

It's almost impossible to go through life – or even a week – without

someone becoming upset with you. It happens.

So how do you deal with it?

There's an easy technique recommended by de-escalation

experts called the balloon technique. It works like this:

Imagine the other person's anger is like a balloon filled with air. If you get angry back, all you're doing is adding more air to the balloon.

Instead, simply let the person vent until he has communicated his frustration completely. (If he asks questions, say you prefer to hear him out fully before answering.)

Letting the other person vent with little or no interruption will help to “deflate the balloon” thereby de-escalating the tension. Then you'll be in a better position to deal with the situation.

## Think, Act... Live!

“Strength does not come from winning. Your struggles develop your strengths.” Arnold Schwarzenegger

“If opportunity doesn't knock, build a door!” Milton Berle

“Other people and things can stop you temporarily. You're the only one who can do it permanently.” Zig Ziglar